

**Self-Assessment of Gas and Hazardous Liquid Pipeline Operator
 Public Education/Awareness Programs**

1. Operator Contact Information

Operator Name.....:	
Responsible Contact Person Regarding This Self-Assessment:	
• Name.....:	
• Phone.....:	
• Email.....:	
• Fax (optional).....:	

2. Scope of This Assessment

An operator may have a single public education “program” for all of its pipeline assets. This is particularly likely for smaller companies and LDCs. The operator’s program may address all elements of the operator’s efforts related to public awareness and education regarding its pipelines, including who, what, how and when. Within the purview of its program, an operator may develop and implement multiple public education “plans” based on the configuration and mix of its pipeline systems and assets. These separate plans may be specific, for example, to different periods of time, to a mix of audiences, to one or more pipeline systems, segments, or facilities, or to different geographic areas.

Conversely, an operator may have multiple pipeline public education “programs”, each administered separately and possibly with different requirements and internal guidelines. This could be the result, for example, of the company being a composite of different individual pipeline business units. Each of these multiple programs might contain different and unique requirements for the development and implementation of public education program “plans” related to the company’s different pipeline systems.

Note: This self-assessment is intended to address a single pipeline public awareness “program”. If the operator has multiple pipeline public education programs in use, a separate self-assessment must be completed for each program.

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Considering the above discussion, please respond to the following questions:

(a) How many separate pipeline public education "programs" does the operator have?

☐ 1 ☐ 2 ☐ 3 ☐ Greater than 3

(b) If 2 or more, will separate self-assessments be completed for each program?

☐ No ☐ Yes

(If "No", please explain briefly why not, in 2.C below.)

(c) Comments:

2.1 Systems Identification

In the table below, identify the pipeline systems for which this public education program operator self-assessment applies. Identify the Operator ID and Name for each pipeline system separately. Indicate whether each system is hazardous liquid, gas transmission, gas distribution, or gathering system that includes OPS-regulated pipelines. Add additional lines if necessary.

Operator ID #	Operator Name/System Name	System Type
<i>Example: 31174</i>	<i>Shell Pipeline Co., L.P.</i>	<i>Liquid</i>
<i>Example: 31425</i>	<i>Enbridge Pipelines (Texas Gathering) Inc.</i>	<i>Gas Gathering</i>
<i>Example: 13480</i>	<i>Niagara Mohawk Power Corp</i>	<i>Gas Distribution</i>

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Part A – Compliance with the Pipeline Regulations and the PSIA 2002

3. Educational Program Requirements

3.1	Is the operator aware of the current requirements found in 49 CFR 195 and 49 CFR 192 (as applicable) for carrying out public education programs? <input type="checkbox"/> No <input type="checkbox"/> Yes
3.2	<p>(a) Does the operator currently carry out a continuing educational program as required by 49 CFR Parts 192 and 195? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>If "Yes", does the program enable the following audiences to recognize a pipeline emergency and to report it to the operator or the fire, police, or other appropriate public officials:</p> <p>(b) Public? (1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes</p> <p>(c) Appropriate government organizations? (1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes</p> <p>(d) Persons engaged in excavation-related activities? (1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes</p> <p>(e) Comments:</p>
3.3	Is the operator aware of the public education program requirements found in the Pipeline Safety Improvement Act of 2002 (PSIA 2002)? <input type="checkbox"/> No <input type="checkbox"/> Yes

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3.4	Does the operator currently carry out a continuing education program to educate the public on:
	(a) Use of a one-call notification system prior to excavation?
	(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes
	(b) Damage prevention activities other than use of the one-call notification system?
	(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes
	(c) Possible hazards associated with unintended releases from the pipeline facility?
	(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes
(d) Physical indications that such a release may have occurred?	
(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes	
(e) Steps that should be taken for public safety in the event of a pipeline release?	
(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes	
(f) How to report an event such as a pipeline release?	
(1) <input type="checkbox"/> No (2) <input type="checkbox"/> (3) <input type="checkbox"/> Weak; Needs Improvement (4) <input type="checkbox"/> (5) <input type="checkbox"/> Yes	
(g) Comments:	

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3.5	<p>Is the operator aware of the statutory requirement in the PSIA 2002 that by December 17, 2003 (not later than 12 months after the date of its enactment), each owner or operator of a gas or hazardous liquid pipeline facility must review its existing public education program for effectiveness and modify the program as necessary.</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes</p>
3.6	<p>Relative to the requirements of the PSIA 2002:</p> <p>(a) Has the operator conducted an initial review for effectiveness of its current pipeline public education program in response to the PSIA 2002? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>(Note that such reviews should be documented and the results may be reviewed by OPS. Also note that completion and submission of Part B of this self-assessment may serve as an initial review and support pipeline operators in evaluating their "current" public awareness programs against the guidelines provided in RP 1162 and in planning modifications to align their programs with those guidelines.)</p> <p>(b) Were modifications to the program deemed necessary? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>(c) Has the operator begun making modifications to its public education program?</p> <p><input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>(d) Comments:</p>

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Part B – Operator Self-Assessment to API RP 1162 Guidelines

Note: This portion of the self-assessment should be completed regarding the operator's current public education program as identified in Part A, Questions 3.2 and/or 3.4, above. *If the operator does not currently have a public education/awareness program (i.e., if all answers to Questions 3.2 and 3.4 above were "No"), then proceed to Question 7, below.*

It is expected that many existing public education/awareness programs will not yet be fully aligned with the RP 1162 guidelines since RP 1162 is just being issued as a new industry consensus guideline.

4. Program Goals/Objectives and Administration

Full organizational support and clear goals and objectives can make a significant difference in the way the operator's pipeline public awareness program is received and if the program will ultimately succeed.

4.1	<p>(a) Does the operator's pipeline public awareness program have defined and documented management objectives?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(b) Comments:</p>
4.2	<p>RP 1162 states objectives for public awareness programs. Does the operator's program strive to support the following objectives:</p> <p>(a) Raise the awareness of stakeholders to the presence of pipelines in their community?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(b) Raise the awareness of stakeholders in understanding of the role of pipelines in transporting energy?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(c) Help the public understand that while pipeline accidents are possible, pipelines are a relatively safe mode of energy transportation?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p>

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	<p>(d) Help the public understand that pipeline operators undertake a variety of measures to prevent pipeline accidents?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(e) Help the public understand that pipeline operators anticipate and plan for management of accidents if they occur?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(f) Help the public understand the steps that it can take to prevent pipeline emergencies?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(g) Help the public understand the steps that it can take to respond to pipeline emergencies?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(h) Comments:</p>
<p>4.3</p>	<p>Is organizational support for the operator's public awareness program demonstrated?</p> <p>(a) Management support for the program is:</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">Low Weak; Needs Improvement High</p> <p>(b) Is the program documented in company policies and procedures?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p> <p>(c) Are the positions responsible for program administration clearly designated?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p>

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	<p>(d) Are the roles and responsibilities of each position with responsibility for program implementation documented? (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(e) Comments:</p>
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5. Baseline Program Scope and Implementation

Audience Scope & Identification	
<i>RP 1162 addresses four primary stakeholder audiences: Affected Public, Local Public Officials, Emergency Officials and Excavators.</i>	
5.1	<p>Does the operator's pipeline public awareness program address the following audiences?</p> <p>(a) Affected Public? (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(b) Local Public Officials.... (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(c) Emergency Officials?... (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(d) Excavators? (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(e) Comments:</p>

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<p>5.2</p>	<p>(a) Does the program documentation establish communication coverage areas (e.g., corridor width and distance) relative to pipeline assets included in the program? (For example, does it define the perpendicular distance along the pipeline that should be used to determine the affected audience?) (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/> <div style="display: flex; justify-content: space-around; width: 100%;"> No Weak; Needs Improvement Yes </div></p> <p>What is the coverage area specified? (check all that apply)</p> <p>(b) <input type="checkbox"/> - LDC Customers</p> <p>(c) <input type="checkbox"/> - Residents located along distribution systems</p> <p>(d) <input type="checkbox"/> - Residents located adjacent to transmission pipeline ROW</p> <p>(e) <input type="checkbox"/> - Residents located on gathering system ROW</p> <p>(f) <input type="checkbox"/> - Gathering places such as schools and hospitals</p> <p>(g) <input type="checkbox"/> - 1/8 mile on either side of ROW</p> <p>(h) <input type="checkbox"/> - Greater than 1/8 mile on either side of ROW</p> <p>(i) <input type="checkbox"/> - Other (describe):</p> <p>(j) Comments:</p>
<p>5.3</p>	<p>(a) Does the program documentation establish methods to be used to identify the appropriate members of the stakeholder audiences? (For example, does it establish how to determine the lists of addresses of residents living along the pipeline or how to contact excavators to which communication efforts should be addressed?)</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/> <div style="display: flex; justify-content: space-around; width: 100%;"> No Weak; Needs Improvement Yes </div></p> <p>(b) Comments:</p>

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Communication Messages, Frequency and Methods	
<i>RP 1162 establishes baseline messages, delivery frequencies and methods to be used by the operator in communicating with each audience type.</i>	
5.4	<p>(a) Does the operator's program documentation establish guidance regarding the <i>content</i> (i.e., the key messages) to be communicated to each audience?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(b) Does the program documentation establish a baseline delivery <i>frequency</i> for communicating to each audience?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(c) Does the program documentation establish <i>methods</i> to be used in communicating with each different stakeholder audience?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(d) Comments:</p>
Program Planning, Implementation and Documentation	
<i>Funding and resource requirements for an operator's public awareness program development and implementation will vary according to the program's objectives, design, and scope.</i>	
5.5	<p>(a) Does the program require periodic development and documentation of a program plan?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p> <p>(b) Does it require the identification of resource requirements?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p style="text-align: center;">No Weak; Needs Improvement Yes</p>

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6. Program Evaluation and Improvement

Program Effectiveness	
<p><i>A program evaluation plan should include the measures, means and frequency for tracking performance. The selected set of measures should reflect:</i></p> <ul style="list-style-type: none"> <i>Whether the program is being implemented as planned - the process.</i> <i>Whether the program is effective - program effectiveness.</i> <p><i>Based on the results of the evaluation addressing these two questions, the operator may need to make changes in its program implementation process, stakeholder identification effort, messages, and methods of delivery and/or frequency.</i></p>	
6.1	<p>(a) Does the operator's public awareness program require periodic assessments to determine if it is being implemented as planned? (1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <div style="display: flex; justify-content: space-around; margin-top: -10px;"> No Weak; Needs Improvement Yes </div> <p>How are such assessments performed? (check all that apply)</p> <p>(b) <input type="checkbox"/> - Internal self-assessments</p> <p>(c) <input type="checkbox"/> - Third-party audits</p> <p>(d) <input type="checkbox"/> - Regulatory inspections</p> <p>(e) <input type="checkbox"/> - Other (describe):</p> <p>(f) Comments:</p>
6.2	<p>(a) Does the program require periodic assessments to determine if the program, as actually implemented, is effective?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <div style="display: flex; justify-content: space-around; margin-top: -10px;"> No Weak; Needs Improvement Yes </div> <p>(b) How frequently are such assessments for program effectiveness required to be performed?</p> <p><input type="checkbox"/> - 1 year <input type="checkbox"/> - 2 years <input type="checkbox"/> - 3 years <input type="checkbox"/> - Greater than 3 years <input type="checkbox"/> - N/A</p>

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6.3

(a) Does the program establish internal guidelines for conducting assessments for effectiveness?

(1) ☐ (2) ☐ (3) ☐ (4) ☐ (5) ☐
No Weak; Needs Improvement Yes

What aspects of the program are measured to assess whether the program is effective?

(b) ☐ - Is the information reaching the intended stakeholder audiences?

(c) ☐ - Are the recipient audiences understanding the messages delivered?

(d) ☐ - Are the recipients motivated to respond appropriately in alignment with the information provided?

(e) ☐ - Is implementation of the program impacting bottom line results (for example, a reduction in third-party damages)?

(f) ☐ - Other (describe):

(g) Give examples of the specific measures being used (e.g., number or percentage of individuals actually reached in a specific audience, number of telephone inquiries to operator, number of bounce-back card replies received, number of officials in attendance at emergency drills, etc.)

(h) Does the program establish requirements or internal guidelines for incorporating assessment for effectiveness findings into modifications to the program as necessary?

(1) ☐ (2) ☐ (3) ☐ (4) ☐ (5) ☐
No Weak; Needs Improvement Yes

(i) Comments:

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6.4	<p>What methods, if any, are used to solicit data to determine if the program is being implemented appropriately and if the operator's public awareness efforts are effective? (Check all that apply.)</p> <p>(a) <input type="checkbox"/> - none</p> <p>(b) <input type="checkbox"/> - solicitation of input from pipeline personnel</p> <p>(c) <input type="checkbox"/> - targeted audience surveys (e.g., affected public, local public officials, emergency officials, excavators)</p> <p>(d) <input type="checkbox"/> - focus groups</p> <p>(e) <input type="checkbox"/> - bounce-back reply cards</p> <p>(f) <input type="checkbox"/> - meetings with stakeholders</p> <p>(g) <input type="checkbox"/> - other (describe):</p> <p>(h) Comments:</p>
6.5	<p>Does the operator's evaluation process/plan include making use of evaluations, in whole or part, sponsored by industry groups or other operators in the region or that otherwise apply? (For example, the operator might use the results of an industry association sponsored survey if the methodology, scope, and target audiences used by those evaluations apply to the operator's program.)</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p>
6.6	<p>Program assessment results may suggest the need for changes or enhancements in audience identification or outreach, message type or content, delivery methods and/or frequency. Does the program require that program changes be documented to describe their nature and the basis for why the modifications were needed?</p> <p>(1) <input type="checkbox"/> (2) <input type="checkbox"/> (3) <input type="checkbox"/> (4) <input type="checkbox"/> (5) <input type="checkbox"/></p> <p align="center">No Weak; Needs Improvement Yes</p>

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7. No Current Program

- (a) If the operator does not currently have a public education/awareness program (i.e., if all answers to Questions 3.2 and 3.4 above were "No"), how long is expected before a program will be fully developed and implemented?

☐ - 1 year ☐ - 2 years ☐ - 3 years ☐ - Greater than 3 years

- (b) Comments: